

Local Authority Complaints Received 2017-18

Subject Group	Falkirk Council			Sector Total	Rank	Complaints as % of total
	Falkirk Council	Rank	Complaints as % of total			
Housing	20	1	31.75%	316	1	21.44%
Education	10	2	15.87%	151	3	10.24%
Social Work	9	3	14.29%	254	2	17.23%
Finance	6	4	9.52%	112	6	7.60%
Environmental Health & Cleansing	4	5	6.35%	116	5	7.87%
Planning	3	6	4.76%	134	4	9.09%
Roads & Transport	2	7=	3.17%	104	7	7.06%
Legal & Admin	2	7=	3.17%	71	8	4.82%
Land & Property	1	9=	1.59%	17	10	1.15%
Building Control	1	9=	1.59%	16	11	1.09%
Personnel	1	9=	1.59%	12	12	0.81%
Other	1	9=	1.59%	6	14	0.41%
Recreation & Leisure	0	-	0.00%	24	9	1.63%
Welfare Fund - Community Care Grants	0	-	0.00%	7	13	0.47%
Consumer Protection	0	-	0.00%	4	15=	0.27%
National Park Authorities	0	-	0.00%	4	15=	0.27%
Fire & Police Boards	0	-	0.00%	3	17	0.20%
Economic Development	0	-	0.00%	2	18=	0.14%
Welfare Fund - Crisis Grants	0	-	0.00%	2	18=	0.14%
Subject Unknown or Out Of Jurisdiction	3	-	4.76%	119	-	8.07%
Total	63		100.00%	1,474		100.00%
<i>Complaints as % of Sector</i>		4.3%		100.0%		

Complaints Received by Subject 2016-17

Subject Group	Falkirk Council	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Education	8	2	12.7%	144	4	9.4%
Social Work	7	3	11.1%	219	2	14.3%
Planning	5	4=	7.9%	160	3	10.5%
Roads & Transport	5	4=	7.9%	112	7	7.3%
Finance	4	6=	6.3%	120	6	7.9%
Legal & Admin	4	6=	6.3%	73	8	4.8%
Environmental Health & Cleansing	3	8	4.8%	124	5	8.1%
Recreation & Leisure	2	9	3.2%	29	10	1.9%
Personnel	1	10	1.6%	5	16=	0.3%
Building Control	0	-	0.0%	34	9	2.2%
Land & Property	0	-	0.0%	19	11	1.2%
Welfare Fund - Community Care Grants	0	-	0.0%	14	12	0.9%
Other	0	-	0.0%	8	13=	0.5%
Valuation Joint Boards	0	-	0.0%	7	13=	0.5%
National Park Authorities	0	-	0.0%	6	15	0.4%
Economic Development	0	-	0.0%	5	16=	0.3%
Welfare Fund - Crisis Grants	0	-	0.0%	5	16=	0.3%
Consumer Protection	0	-	0.0%	4	16=	0.3%
Fire & Police Boards	0	-	0.0%	4	16=	0.3%
Subject Unknown or Out Of Jurisdiction	0	-	0.0%	48	-	3.1%
Total	63		100.0%	1528		100.0%
<i>Complaints as % of Sector</i>		4.1%		100.0%		

Local Authority Complaints Determined 2017-18

Stage	Outcome Group	Falkirk Council	
		Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	12	253
	Out of jurisdiction (discretionary)	0	3
	Out of jurisdiction (non-discretionary)	0	5
	Premature	7	381
	Total	19	642
Early Resolution	Not duly made or withdrawn	4	38
	Out of jurisdiction (discretionary)	6	99
	Out of jurisdiction (non-discretionary)	4	113
	Outcome not achievable	2	85
	Premature	4	53
	Proportionality	18	314
	Resolved	2	29
	Total	40	731
Investigation	Fully upheld	1	47
	Some upheld	3	49
	Not upheld	4	69
	Not duly made or withdrawn	0	1
	Resolved	0	3
	Total	8	169
Total Complaints		67	1,542

Total Premature Complaints	11	434
Premature Rate	16.4%	28.1%

Total Investigation Decisions	8	165
Total Upholds	4	96
Uphold Rate	50.0%	58.2%

<i>Old Uphold Rate Calculation</i>		
Total Cases 'Fit for SPSO'	8	169
Total Upholds	4	96
Uphold Rate	50.0%	56.8%

Local Authority Complaints Determined 2016-17

Stage	Outcome Group	2016-17	
		Falkirk Council	Sector Total
Advice	Not duly made or withdrawn	13	279
	Out of jurisdiction (non-discretionary)	0	3
	Outcome not achievable	0	1
	Premature	23	467
	Total	36	750
Early Resolution	Not duly made or withdrawn	1	43
	Out of jurisdiction (discretionary)	1	82
	Out of jurisdiction (non-discretionary)	5	111
	Outcome not achievable	4	115
	Premature	0	57
	Proportionality	7	132
	Resolved	0	20
	Total	18	560
Investigation	Fully upheld	0	52
	Some upheld	0	42
	Not upheld	3	60
	Not duly made or withdrawn	0	1
	Resolved	0	1
	Total	3	156
Total Complaints		57	1,466

Total Premature Complaints	23	524
Premature Rate	40.4%	35.7%

Fit for SPSO Total (Investigations)	3	156
Total Cases Upheld / Some Upheld	0	94
Uphold Rate (total upheld / total fit for SPSO)	0.0%	60.3%